

Scheme Walk About – Dickson & Hammond House

Date Completed: Wednesday 30th April 2025

Residents in Attendance: 8

Results

Issues Identified	Update
Communal walls are dirty and haven't been decorated in years, there are also mismatched floor tiles on some landings.	We will redecorate the communal areas once the latest programme of works for Dickson & Hammond House (kitchen upgrades and lifts upgrade) are completed in 2027. The flooring will also be included.
Communal fire doors have dirt marks on and are not cleaned regularly	We have spoken with our cleaning contractor to highlight this issue and have asked that they pay more attention to these areas when completing their communal cleans. We will continue to monitor this.
Recycling facilities on site. Some residents didn't know we had recycling facilities or that the recycling unit had been relocated.	We will update the notices that are currently next to the chute hoppers to advise of the recycling facilities on site and we will include this in our resident newsletter.
Electric car charging facilities	When we completed the new heating programme on site, we ensured that there was enough capacity to incorporate electric charging facilities and this is something that we will look at in the future.
The doors next to the skip room at Dickson House are damaged	We have new doors on order and are awaiting a date for when these will be in stock to be fitted.
The former underground carpark is very dusty and dirty and the parking bay lines can not be seen.	The car park has been cleaned on 7 th May by a local contractor and the parking bays can now be seen more clearly. Pot holes on the car park have also been filled and repaired.
An idea was raised that a community mural could be painted on the fencing that has been erected around the former underground car park	We are going to contact Stoke on Trent City Council as Stoke on Trent is currently celebrating its centenary year, to see if they have any community projects that could make use of this, with The Society to be involved in the design.
Bin Bags and rubbish are being left by the skip room doors over the weekend. Concerns about vermin. Questions about if a mini skip/bin could be put out over the weekend.	We will update the notices that are currently next to the chute hoppers to remind residents to break their rubbish down into smaller bags and

Also a query was raised as to why the skip room doors were closed in the afternoon.	to only put bags outside the skip rooms when staff are on site . We will also include this in our resident newsletter. The skip room doors are closed for security and health and safety reasons. The skip rooms are not areas that residents need to access.
The bin chute hoppers are dirty and smelly, could they be cleaned.	Our cleaning contractor has completed a full clean of the hoppers on the 19 th May.
Cleaning of the lift floors, it was felt that the lift floors aren't mopped as often as they have been in the past	Our cleaning contractors mop the lift floors when they are on site Monday to Wednesday and Friday's. We have passed your feedback onto the cleaning contractors and will continue to monitor this.
Reports of residents chucking food items and liquids out of windows and over entrances (Dickson House identified)	A letter will be sent to Dickson House residents explaining the importance of not throwing items out of windows due to Health & Safety. Our Housing Team have contacted residents on landings where hot spots have been identified and this issue will also be included in our next resident newsletter.
Report of residents propping open communal fire doors (floors in Dickson House identified)	A letter will be sent to Dickson House residents on the floors identified, explaining the importance of fire doors and not propping them open. We will also include this in our next resident newsletter. Regular fire door checks are completed by our Property Assistants in the blocks to ensure communal Fire Doors are compliant.
Various reports of the smell of cannabis in the communal areas and lifts	The local PCSO advised residents that the police need more than 1 resident to report this and they need multiple phone calls for the Police to pick this up. We ask that residents continue to report this to the Police via the various channels available and to also report to the Housing Team on 01782 968 566 (option 2). We will continue to work closely with the Police with regards to this.
Reports of people hanging around on the former underground car park	We have extensive CCTV covering the scheme, and the car parks are for the use of residents and their visitors, However, if you spot anything suspicious or concerning, please report this to the Housing Team on 01782 968 566 (option 2) and to the Police. We work closely with the Police with regards to Anti-Social Behaviour.
A request was received to grit the footpaths in icy conditions during winter	The Society gritted the footpaths around the scheme last winter and will continue to do so when needed.
Reports that the entrance doors to both blocks are in need of a coat of paint and the doors can get jammed and not lock	Options for the front entrance doors are currently being assessed by the Property Team
Outdoor signage to both blocks need a clean	This has been passed to our property team and the signs will be cleaned.

The lifts in both blocks are old and need upgrading	We are planning on renewing the lifts, one in 2025/26 and the other 2026/27. We will have to design the works and get approval from the Building Safety Regulator before we can start the works. We will liaise with residents nearer the time
A request for more exit signs on the lower ground floors to stop people going the wrong way when they leave the building.	The Property Team will look into the signage and see how we can improve this.
Follow up works required to some areas of the blocks after repairs had been completed	We will address these repairs and our Property team will learn from this in the future to ensure that any follow ups work required are completed and not missed.
Damp smell reported in communal area of Hammond House, near the lifts	A contractor has completed an investigation into this and has not found any causes of the smell. We will continue to investigate this and will also be contacting residents in the vicinity.
Some of the trees around the scheme need to be trimmed	All trees on site have been assessed and any maintenance works needed were completed in Autumn 2024.
The carpark at the side of Stonehaven Grove is not very lit at night time	New LED security lights have been installed to the car park
The lights outside the entrances of both blocks are old and outdated	New LED lights have been fitted
A request was received for a communal bench on the scheme for the use of residents	We will consider the options for this, taking into account any potential ASB issues that this may cause and any associated costs. We may need to consult with all residents.
Communal landing light being out on the lower ground floor of Dickson House	We have replaced the communal lighting with brighter LED lights and this has led to some of the lights in the communal areas being decommissioned. We will look to incorporate the removal of any redundant light fittings when we decorate in the future.
Concerns raised about the lack of dropped kerbs on the pavements around the back entrance of Hammond House and also cars parking on double yellow lines blocking the dropped kerbs that are there	The Society unfortunately do not own the pavements on Stonehaven Grove and the council own the land. However, we will look into if there is anything that we can do with regards to this. Cars parking on double yellow lines can be reported to Parking Services at Stoke on Trent City Council.

All of the above is being monitored to ensure that the issues raised are dealt with however do contact us if you wish to discuss any of the above in more detail or if you are not happy once we have completed our actions.

Following on from the Scheme Walkabout, we will be publishing a regular newsletter for the residents of Dickson and Hammond House, highlighting important issues and any hot topics that The Society becomes aware of.

The newsletter will be posted on our website. We will let you know when this is live.

If you come across anything that you would like to be included, please let us know.